

CLASS TITLE:**CHIEF OPERATING OFFICER
(ELEANOR SLATER HOSPITAL)****Class Code: 02503300****Pay Grade: 45A****EO: A****CLASS DEFINITION:**

GENERAL STATEMENT OF DUTIES: To be responsible for the overall administration of all non-medical and administrative functions for the integration and coordination of all non-medical services with the medical services for the effective examination, diagnosis, care and treatment of patients within the Eleanor Slater Hospital; to provide leadership, direction and administration of hospital operations to ensure compliance with established objectives and the realization of high quality efficient, cost-effective health care services; to assure operational compliance with Joint Commission of Accreditation of Health Organization JCAHO, state, federal and other applicable regulatory standards; and to do related work as required.

SUPERVISION RECEIVED: Works under the general direction of the Chief Executive Officer (CEO) – Eleanor Slater Hospital with wide latitude for the exercise of independent judgement in the overall administration of the functions of the hospital; works under the technical and professional direction of the CEO on matters relating to the medical care program; work is reviewed periodically for conformance to policy, rules, regulations, standards and laws.

SUPERVISION EXERCISED: Plans, organizes, coordinates, directs and supervises the work of a staff engaged in non-medical functions; reviews work of administrative and medical personnel on matters of and administrative nature for conformance to laws, rules, regulations, policies and procedures and for the technical proficiency of work performed; provides direct supervision to immediate subordinates directly responsible for Nursing Services, Pharmacy, Plant and Technology, Management Services and Rehabilitative Services.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the overall administration of all non-medical and administrative functions within the Eleanor Slater Hospital, and for the integration and coordination of all non-medical services with the medical services for the effective examination, diagnosis, care and treatment of patients.

To provide leadership, direction and administration of operations to ensure compliance with established objections and the realization of high quality, efficient health care services.

To work in conjunction with department heads to provide identification and analysis of operational issues and develop and recommend responsive plans, policies, systems, programs or standards; to be responsible for the continuous review and evaluation of the effectiveness of existing policies, procedures and work methods relating to the hospital's operations and to install or provide improved procedures and work methods as required.

To ensure implementation of programs, services and activities that comply with JCAHO and other legal and regulatory standards and requirements and to provide related documentation; to maintain compliance with all regulations governing hospitals and the rules of accreditation bodies by monitoring operations and initiating changes as required.

To evaluate the performance of hospital staff; to provide for professional development.

To provide for effective problem resolution within established guidelines.

To assist the CEO in both short and long-range planning.

To be responsible for the administrative functions of budget, accounting, fiscal, personnel, supply, plant, maintenance, food preparation and serving, housekeeping, nursing and rehabilitative services.

To assure the sound fiscal operation of the hospital, including the timely, accurate and comprehensive development of an annual budget and its implementation.

To participate in capital development planning and to oversee all capital equipment expenditures.

To encourage and maintain the integration of the hospital with the community and to serve as a liaison with other providers.

To maintain professional affiliations and enhance professional growth and development to keep up with the trends in hospital administration.

To prepare and present periodic reports regarding professional services, financial activities, and other special reports as might be required.

To oversee hospital information systems.

To represent the hospital at meetings, conferences and professional occasions as required.

To maintain effective communication with medical staff; to cooperate with medical staff and other hospital personnel to ensure that the highest quality of services is being rendered to patients.

To develop and oversee the quality assurance function, credentialing of staff, and by-laws of the hospital.

To be responsible for the professional care treatment of patients through consultation and evaluation of the application of policies, directives, rules, regulations or instructions established or issued by the CEO and The Governing Body.

To be responsible for the administration of such other services as mail, file, stenographic, messenger, reception and information, the operation of communications systems, and similar activities.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of hospital administrative principles, practices and methods, and skill in applying such knowledge; a thorough knowledge of hospital organization, operation and maintenance; the ability to maintain effective control and checks upon performance and operation; the ability to integrate and coordinate effectively the administrative services with medical care and treatment service; the ability to assist the CEO in the formulation and execution of policies and programs for the care and treatment of patients and the ability to interpret them to administrative and medical personnel; a thorough knowledge of the principles and practices of business management and the ability to apply such knowledge in the direction and supervision of the administrative services within Eleanor Slater Hospital; a working knowledge of trends and current developments in hospital administration, methods and procedures; the ability to plan, organize, direct and review the work performed by professional personnel through consultation and evaluation of their reports and activities for conformance to the objectives, policies, directions and instructions, approved by the CEO and Governing Body, for the care and treatment of patients; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Master's Degree in Hospital, Public or Business Administration; and

Experience: Such as may have been gained through: employment as an associate hospital administrator or employment in an administrative position in a general hospital or medical treatment center involving the coordination of administrative services with medical services to achieve high quality patient care and treatment.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: November 27, 1994
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